

IT Professional Technical Services Master Contract Program T#: 902TS

Statement of Work (SOW) For Technology Services Issued By

Minnesota State Colleges and Universities System Office

Engagement Title: IT Infrastructure Management – System and Server Management Staff Augmentation

Service Category:

- Network (Data, Video, Voice) - Operating System
- Server Support
- Operations

Focus

Minnesota State Colleges and Universities (MnSCU) is seeking Professional/Technical Services to augment staff for the administration of a complex Solaris environment developed and supported by the Information Technology Services division of the system office for a period of twelve (12) weeks with a possible extension.

Business Need

Provide temporary staff augmentation to assist in daily administrative tasks required for support of mission critical business systems by administering complex Solaris environments. The engagement may include some project related work and requires a senior level resource knowledgeable in Unix/Linux systems experienced in building, configuring, troubleshooting, tuning, and maintaining Unix/Linux hardware and software enterprise-wide on a daily basis. In addition, this resource must be able to monitor performance and capacity for all environments and participate in root cause analysis for incident reports; provide recommendations to improve efficiencies; provide reliable and recoverable system backups and replicas; and test and execute disaster avoidance and recovery policies and procedures in order to maintain high availability of computing applications running on Unix/Linux platforms along with planning and implementing system automation, upgrades and migrations using appropriate scripting languages.

The engagement requires working on-shore as a member of the IT Infrastructure staff.

In addition, the person in this role may be required to provide technical support and assistance to infrastructure, operations, development and management staff on Unix/Linux system operations, utilization and performance, hardware/software configuration changes, and system security to achieve the annual objectives of the Information Technology Services Division of the system office.

All work must be consistent with system office Enterprise Services IT Infrastructure requirements.

Engagement Deliverables

In general terms the individual(s) filling this role will need to provide the follow technical services:

- Resource will service MnSCU under a normal forty hour (40) work week schedule for a period of twelve (12) weeks with a possible extension
- Resource will work as a member of UNIX team working in close collaboration with staff Senior UNIX Administrator delivering tasks per approved plan along with work on emergency requests

Environment (State Resources)

The following list contains the MnSCU stakeholders for this engagement and their roles:

- Sponsor – Andrea Kodner-Wenzel, System Director of Enterprise Services
- Supervisor – Ed Gitelman, Enterprise Services Supervisor
- UNIX Team Member – Kevin Meehan, Senior Unix Administrator
- Project Manager – William Nyariki and other project managers dependent on project

Agency Project Requirements

The successful responder will:

- Primarily work on site at MnSCU System Office 30 Seventh Street East, Suite 350 St. Paul, MN 55101.
- Work may be required, as necessary, at other data center locations in the Twin Cities metro area.
- Be required to follow MnSCU's work management guidelines, deployment procedures, security and support procedures.

Responsibilities Expected of the Selected Vendor

The vendor will:

- Follow the change management process stipulated by the System Director of Enterprise Services and Enterprise Services Manager
- Provide qualified staff with listed skills

Required Skills (These are to be scored as pass/fail requirements)

Required minimum qualifications:

- Responder must be in at least one (1) Service Category defined on page 1 (Operating System, Server Support and/or Operations)
- Seven years of Unix/Linux systems administration including system automation, upgrades and migrations using appropriate scripting languages (e.g. shell scripting, Perl, etc.) and experience working with technical end-users such as programmers, developers, and/or database administrators
- Knowledge of TCP/IP protocols, local area networks, storage area networks, directory services sufficient to troubleshoot technology issues involving multiple technologies
- Thorough knowledge of utilities, scripting languages and an understanding of systems security used in Unix/Linux environments
- Knowledge and experience working with relational databases sufficient to support programmers and database administrators in an Oracle database environment
- Ability to mitigate risk and understand the ramifications and impact that decisions have at a systems level; manage time and resources and effectively; and balance multiple, competing priorities
- Effective written and verbal communication skills sufficient to explain and document complex processes and procedures

Desired Skills

- Seven years of Unix/Linux systems administration including experience working with technical end-users such as programmers, developers and database administrators and thorough knowledge of utilities, scripting languages and systems security used in Unix/Linux environments
- Proven track record of deploying highly available services for large organizations

- Knowledge and experience working with relational databases sufficient to support programmers and database administrators in an Oracle database environment
- Oracle Solaris System Administrator certification (OCA)
- Bachelor's degree in Computer Science or a related field or a related field or a combination of equivalent education and experience

Process Schedule

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|---------------------------|---------------------------|
| • Questions | 7/31/2013, 10:00 A.M. CST |
| • Deadline for Applicants | 8/9/2013, 3:00 P.M. CST |
| • Interviews | 8/12/2013 – 8/13/2013 |
| • Proposed start date | 8/28/2013 - 8 A.M. CST |

Questions

- Prospective responders who have technical questions regarding this Statement of Work are asked to submit questions to: Dan.Duffy@so.mnscu.edu by 7/31/2013 10:00 A.M. CST. Questions and answers will be posted on the Office of Enterprise Technology website by approximately 8/05/2013 by 3:00 P.M (http://mn.gov/buyit/statements/mcp902ts_active.html).
- Other MnSCU personnel are **NOT** authorized to discuss this Statement of Work before the submission deadline. Contract regarding this SOW with other MnSCU personnel could result in disqualification.

SOW Evaluation Process

The responses will be evaluated as follows.

- Company (10%)
- Experience (30%)
- References (10%)
- Desired skills (30%)
- Cost (20%)

Response Requirements

Vendor shall respond with the following:

Company overview

- a) Company history, growth
- b) Current financial data if publicly available

Explanation of how the vendor will approach their participation in the staff augmentation. This includes:

- 1) Organization and staffing (including staff qualifications, resumes, etc.)
- 2) Contract/change management procedures
- 3) Documentation of progress such as status reports

Detailed response to staff augmentation

- 1) Resume of proposed staff augmentation contractors.
- 2) Cost

References: Provide three clients using the proposed applicant for staff augmentation

Conflict of interest statement as it relates to this project

Required forms to be returned or additional provisions that must be included in proposal

- a) Affirmative Action Certificate of Compliance (if over \$100,000)
<http://www.mmd.admin.state.mn.us/doc/affaction.doc>
- b) Affidavit of non-collusion
<http://www.mmd.admin.state.mn.us/doc/noncollusion.doc>

- c) Certification Regarding Lobbying
<http://www.mmd.admin.state.mn.us/doc/lobbying.doc>
- d) Veteran-Owned/Service Disabled Veteran-Owned Preference Form
<http://www.mmd.admin.state.mn.us/doc/vetpref.doc>

Proposal Submission Instructions

Sealed proposals must be received at the following address not later than 3:00 p.m. CST on August 9, 2013.

Proposals received after this date and time will be considered late, and will not be evaluated.

Fax and e-mail responses will not be considered.

Proposals must be submitted with the envelope or packaging plainly marked on the outside: "IT Infrastructure Management – System and Server Management Staff Augmentation"

Institution: SYSTEM OFFICE

Name: Dan Duffy

Title: ITS Contract and Purchasing

Address: 30 Seventh Street East, Suite 350 Saint Paul, MN 55101-7804

Telephone: 651-201-1524

The responder shall submit four (4) copies of its RFP response and a compact disc with the RFP response in Microsoft Word and/or PDF format. Proposals are to be sealed in mailing envelopes or packages with the responder's name and address clearly written on the outside. One copy of the proposal must be unbound and signed in blue or black ink by an authorized representative of the vendor. Proof of authority of the person signing must accompany the response.

Expiration date for vendor's price/terms guarantee June 30, 2014. Price and terms of the proposal as stated must be valid for the length of the resulting contract.

Proposals made in pencil will be rejected. Alterations in cost figures used to determine the lowest priced proposal will be rejected unless initialed in ink by the person responsible for or authorized to make decisions as to price quoted. The use of "white out" is considered an alteration.

General Requirements

Proposal Contents

By submission of a proposal, Responder warrants that the information provided is true, correct and reliable for purposes of evaluation for potential award of a this work order. The submission of inaccurate or misleading information may be grounds for disqualification from the award as well as subject the responder to suspension or debarment proceedings as well as other remedies available by law.

Liability

Indemnification: In the performance of this contract by Contractor, or Contractor's agents or employees, the contractor must indemnify, save, and hold harmless the State, its agents, and employees, from any claims or causes of action, including attorney's fees incurred by the state, to the extent caused by Contractor's:

- 1) Intentional, willful, or negligent acts or omissions; or
- 2) Actions that give rise to strict liability; or
- 3) Breach of contract or warranty.

The indemnification obligations of this section do not apply in the event the claim or cause of action is the result of the State's sole negligence. This clause will not be construed to bar any legal remedies the Contractor may have for the State's failure to fulfill its obligation under this contract.

Disposition of Responses

All materials submitted in response to this SOW will become property of the State and will become public record in accordance with Minnesota Statutes, section 13.591, after the evaluation process is completed. Pursuant to the statute, completion of the evaluation process occurs when the government entity has completed negotiating the contract with the selected vendor. If the Responder submits information in response to this SOW that it believes to be trade secret materials, as defined by the Minnesota Government Data Practices Act, Minn. Stat. § 13.37, the Responder must: clearly mark all trade secret materials in its response at the time the response is submitted, include a statement with its response justifying the trade secret designation for each item, and defend any action seeking release of the materials it believes to be trade secret, and indemnify and hold harmless the State, its agents and employees, from any judgments or damages awarded against the State in favor of the party requesting the materials, and any and all costs connected with that defense. This indemnification survives the State's award of a contract. In submitting a response to this RFP, the Responder agrees that this indemnification survives as long as the trade secret materials are in possession of the State.

The State will not consider the prices submitted by the Responder to be proprietary or trade secret materials.

Conflicts of Interest

Responder must provide a list of all entities with which it has relationships that create, or appear to create, a conflict of interest with the work that is contemplated in this request for proposals. The list should indicate the name of the entity, the relationship, and a discussion of the conflict.

The responder warrants that, to the best of its knowledge and belief, and except as otherwise disclosed, there are no relevant facts or circumstances which could give rise to organizational conflicts of interest. An organizational conflict of interest exists when, because of existing or planned activities or because of relationships with other persons, a vendor is unable or potentially unable to render impartial assistance or advice to the State, or the vendor's objectivity in performing the contract work is or might be otherwise impaired, or the vendor has an unfair competitive advantage. The responder agrees that, if after award, an organizational conflict of interest is discovered, an immediate and full disclosure in writing must be made to the Assistant Director of the Department of Administration's Materials Management Division ("MMD") which must include a description of the action which the contractor has taken or proposes to take to avoid or mitigate such conflicts. If an organizational conflict of interest is determined to exist, the State may, at its discretion, cancel the contract. In the event the responder was aware of an organizational conflict of interest prior to the award of the contract and did not disclose the conflict to MMD, the State may terminate the contract for default. The provisions of this clause must be included in all subcontracts for work to be performed similar to the service provided by the prime contractor, and the terms "contract," "contractor," and "contracting officer" modified appropriately to preserve the State's rights.

IT Accessibility Standards

Responses to this solicitation must comply with the Minnesota IT Accessibility Standards effective September 1, 2010, which entails, in part, the Web Content Accessibility Guidelines (WCAG) 2.0 (Level AA) and Section 508 Subparts A-D which can be viewed at:

http://www.mmd.admin.state.mn.us/pdf/accessibility_standard.pdf

Nonvisual Access Standards

Nonvisual access standards require:

- 1) The effective interactive control and use of the technology, including the operating system, applications programs, prompts, and format of the data presented, are readily achievable by nonvisual means;
- 2) That the nonvisual access technology must be compatible with information technology used by other individuals with whom the blind or visually impaired individual must interact;
- 3) That nonvisual access technology must be integrated into networks used to share communications among employees, program participants, and the public; and

- 4) That the nonvisual access technology must have the capability of providing equivalent access by nonvisual means to telecommunications or other interconnected network services used by persons who are not blind or visually impaired.

Preference to Targeted Group and Economically Disadvantaged Business and Individuals

In accordance with Minnesota Rules, part 1230.1810, subpart B and Minnesota Rules, part 1230.1830, certified Targeted Group Businesses and individuals submitting proposals as prime contractors shall receive the equivalent of a six percent preference in the evaluation of their proposal, and certified Economically Disadvantaged Businesses and individuals submitting proposals as prime contractors shall receive the equivalent of a six percent preference in the evaluation of their proposal. Eligible TG businesses must be currently certified by the Materials Management Division prior to the solicitation opening date and time. For information regarding certification, contact the Materials Management Helpline at 651.296.2600, or you may reach the Helpline by email at mmdhelp.line@state.mn.us. For TTY/TDD communications, contact the Helpline through the Minnesota Relay Services at 1.800.627.3529.

Veteran-owned/Service Disabled Veteran-Owned Preference

In accordance with Minnesota Statute §16C.16, subd. 6a, veteran-owned businesses with their principal place of business in Minnesota and verified as eligible by the United States Department of Veterans Affairs' Center for Veteran Enterprises (CVE Verified) will receive up to a 6 percent preference in the evaluation of its proposal.

Eligible veteran-owned small businesses include CVE verified small businesses that are majority-owned and operated by either recently separated veterans, veterans with service-connected disabilities, and any other veteran-owned small businesses (pursuant to Minnesota Statute §16C.16, subd. 6a).

Information regarding CVE verification may be found at <http://www.vetbiz.gov>.

Eligible veteran-owned small businesses should complete and **sign** the **Veteran-Owned Preference Form** in this solicitation. Only eligible, CVE verified, veteran-owned small businesses that provide the required documentation, per the form, will be given the preference.

Foreign Outsourcing of Work Prohibited

All services under this contract shall be performed within the borders of the United States. All storage and processing of information shall be performed within the borders of the United States. This provision also applies to work performed by subcontractors at all tiers.

Statement of Work does not obligate the state to award a work order or complete the assignment, and the state reserves the right to cancel the solicitation if it is considered to be in its best interest. The Agency reserves the right to reject any and all proposals.